

NSW Independent Liquor & Gaming Authority

Ms Maureen Thornett Licensee/Business Owner/Premises Owner, Royal Oak Hotel	Liquor & Gaming NSW
Inner West Council	NSW Police

7 November 2025

Dear Sir/Madam

Reference No.	DOC25/423716
Licensee	Ms Maureen Thornett
Licence Name	Royal Oak Hotel
Licence Number	LIQH400105363
Licence Type	Liquor – hotel license
Premises	College St & Curtis Rd Balmain NSW 2041
Legislation	Part 9A of the <i>Liquor Act 2007</i>

Decision on remedial action for demerit points accumulated Ms Maureen Thornett, licensee of Royal Oak Hotel, Balmain (LIQH400105363)

On 9 September 2025, the Independent Liquor & Gaming Authority (the **Authority**) notified you of the remedial action it proposed to take for the demerit points accumulated by Ms Maureen Thornett, the licensee of Royal Oak Hotel, Balmain, (the **Hotel**) under the *Liquor Act 2007* (the **Act**).

Our decision

On 7 November 2025, following consideration of submissions received in response to the notification, we decided to take the following remedial action:

- require** Ms Thornett to undergo advanced licensee training by 7 January 2026 in accordance with section 144P of the Act.
- impose** an RSA Training condition on the Hotel’s licence in accordance with section 144T of the Act, to read as follows:
‘The Licensee and all staff, excluding staff who have completed RSA training since the prescribed offence occurred in May 2025, to undertake a refresher responsible service of alcohol (RSA) training course conducted by an approved Registered Training Organisation (RTO) by 7 January 2026.’

Statement of reasons

Background

On 5 August 2025, Liquor & Gaming NSW (**L&GNSW**) notified us that Ms Thornett, the licensee, had accumulated a total of two demerit points under Part 9A of the Act.

Ms Thornett accumulated two demerit points following the issue and enforcement of a penalty notice for the category 2 demerit offence, 'sell liquor to a minor on licensed premises' under section 117(1) of the Act on 4 July 2025.

In addition to the notification, L&GNSW provided a submission recommending that we take remedial action in response to the accumulation of demerit points.

On 9 September 2025, we notified you and all relevant parties as required under section 144Z(1) of the Act, that we proposed to take remedial action in response to the accumulation of demerit points and invited submissions in response.

Submissions

Submissions were received from L&GNSW, Police and Ms Thornett. We did not receive a submission from Council. We have considered the submissions, which are detailed below.

- In their 12 September 2025 submission, L&GNSW noted their support of the proposed remedial action in light of the serious nature of the offence.
- In their 13 October 2025 submission, Police stated that they believed the proposed remedial action is appropriate and no further action is required.
- In her 19 September 2025 submission, Ms Thornett, stated she is not opposed to the remedial action proposed by the Authority. Ms Thornett noted that she has been involved in the hotel industry for 50 years and this is her first recorded breach of the Act. Ms Thornett indicated that she intends to enrol in an advance licensee training course at her earliest opportunity and will also ensure that all applicable staff at the Hotel will complete an RSA refresher course as soon as practicable.

Considerations under section 144ZA of the Act

We have also considered the relevant factors identified in section 144ZA of the Act, and note in the original submission from L&GNSW dated 5 August 2025 that:

- there is no material to indicate that the size and patron capacity of the licensed premises impacted the licensee's ability to prevent the commission of the demerit offence.
- there is no history of demerit offences having been committed by Ms Thornett, other than the offence described in the application.
- a number of complaints were received in 2019 regarding an allegation that car vehicles parked on a street near the Hotel were damaged by patrons who had recently left the Hotel. These allegations were unable to be substantiated.
- it does not appear that other action outside the remedial action as set out in the original L&GNSW notification is preferable.
- Ms Thornett has been the licensee and business owner of the Hotel since 9 June 1987.
- there had been no relevant changes to the business practices carried under the licence at the time of the application.

Our findings

We are satisfied that:

- two demerit points have been accumulated by the licensee in a three-year period.

- the offence '*sell liquor to a minor on licensed premises*' was a breach of section 117(1) of the Act and is a category 2 demerit offence.

Having considered the material, we find that the licensee failed to comply with her obligations under the Act to ensure that liquor is not sold or supplied to persons under the age of 18.

We consider the offence to be serious and warrant an enforceable regulatory response by way of remedial action, to prevent any similar occurrence in future.

The material we considered

We considered all the material we received about the matter, including:

- notification of the accumulation of demerit points from L&GNSW, dated 5 August 2025.
- submission from L&GNSW, dated 12 September 2025.
- submission from Police, dated 13 October 2025.
- submission from the licensee, dated 19 September 2025.

If you are dissatisfied with this decision

If a person who is notified of the decision is dissatisfied with this decision, they may apply to NSW Civil and Administrative Tribunal (NCAT) for a review.

An application for review must be made no later 21 days after being notified of the decision.

For more information, please contact the NCAT Registry at Level 10 John Maddison Tower, 86-90 Goulburn Street Sydney or visit the NCAT website.

This decision will be published on our website.

If you have any questions

Please contact the Office of ILGA at office@ilga.nsw.gov.au if you have any questions.

Yours sincerely



Jeff Loy

Chair, Disciplinary Matters Committee

NSW Independent Liquor and Gaming Authority

Schedule 1 – Licence conditions to be imposed/required
Royal Oak Hotel, Balmain (LIQH400105363)

No.	Condition to be imposed/required	Description
1.	Advanced Licensee Training	Ms Thornett to undergo advanced licensee training by 7 January 2026 in accordance with section 144P of the Act.
2.	RSA Training	The Licensee and all staff, excluding staff who have completed RSA training since the prescribed offence occurred in May 2025, to undertake a refresher responsible service of alcohol (RSA) training course conducted by an approved Registered Training Organisation (RTO) by 7 January 2026 .